USCG

GTCC NEWSLETTER

References

- COMDTINST M4600.18
- JTR, 010204
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

Inside this issue:

GTCC

Travel Charge Card

Web Page

JPMC Travel Manager

Help Line

866-725-1184

Verification ID must be provided.

GTCC Bank Transition

We understand that each travel manager was sent information from JPMC regarding the upcoming transition to GSA SmartPay3. This means JPMC will no longer be our GTCC bank. Although no immediate action is necessary on your part, please look this through and feel free to use this as a guide. At this point, we simply ask that you continue to monitor cardholder status, limits and profile information.

Keeping account information up to date is crucial since a new card will be issued to every cardholder. You might consider validating addresses during all hands meetings and PCS reporting check in processes. Information regarding this transition will be shared as it comes in.

Estimating Airfare for Orders

Cost Comparisons are an AO function and not a travel card function. With that in mind, the traveler typically must fly from the lowest cost airport at the PDS location and can only fly from an alternate airport if it is determined to be cost beneficial to the Government. Example: DC has DCA, IAD, and BWI that are all sister airports and the traveler must fly out or into the lowest cost location. For cost comparisons we always use the YCA fare in GetThere if it is an option for the specific routing.

The ADTRAV (i.e. GetThere) YCA fare is the same as the GSA City Pair Site, but the GetThere fares include the taxes that are not included on the GSA City Pair Site. We advise AO's to use the GetThere pricing since it is higher and it includes taxes. But this is really an AO matter and not a GTCC issue. We might also advise that if you don't see a YCA fare listed, to look out a month or two ahead just to check to ensure they are not just sold out.

If you get a case where there is no GSA Contract Fare (i.e. YCA) available, you are best served by sending an e-mail to ADTRAV at USCG.TRAVEL@ADTRAV.COM to request they provide a quote for the price from the PDS City/State to the TDY City/State. That way you get it in writing for your record for the cost analysis.

Changes in ADTRAV Fees

As we get into the new year, you will likely see complaints from travelers about getting a full service fee from ADTRAV even after they made travel reservations online. Please take a moment and review the article on the GTCC newsletter issue (page 3) linked below so you are able to provide the correct response.

http://www.dcms.uscg.mil/portals/10/CG-1/PSC/bops/GovTrvl/February_2017_GTCC_Newsletter.pdf

Blame it on the tax man...

Quasi (Generic) Cards

A quasi-generic Government Travel Charge Card (GTCC) is typically only authorized for travelers whose assignment requires a non-descript travel card, such as a Coast Guard Investigative Service (CGIS) member or other position where flashing a Government Travel Card may present an operational security risk. These generic cards are used by agencies/organizations for security reasons (e.g., routine travel abroad in high risk areas or undercover operations). Unless a position requires the traveler to have this generic/plain plastic card, per the GSA Smartpay2 contract a Standard Plastic Card will be issued.

Please note that GSA, JPMC and the CG do not want these cards issued unless they are actually required since they do not have the "For Official Use Only" and other marking that show it is a government card. These markings are required for tax exempt filing in states where that is an option for lodging and may also result in misuse by a member grabbing the wrong card since it is not marked.

The process for getting someone a quasi card is for the travel manager to verify that the command requires the member to have one and that the cardholder's mailing address is current within the GTCC bank system. The travel manager will email ARL-PF-CGPSC-JPMC-GTCC@uscg.mil with the command approval and address verification, along with the member's full name, and last four of the GTCC account.   This information gets relayed to JPMC (thus no EMPLID or PII data please) to request the new card.

Good To Know

PaymentNet Time/Date stamp: Did you know that the date and time stamp in PaymentNet is in Eastern time zone? This might come in handy if you are involved in a GTCC investigation.

WebSite Updates: Did you get the word our web address has changed? http://www.dcms.uscg.mil/GOVTrvl/ Be sure to mark this as a favorite and share with your command, cardholders and travelers. We are still getting questions about the website location.

Statements No Longer Available: According to the notice on the PaymentNet Welcome page, as of *Wednesday, January 31*, Cardholder Statement Images older than 5 years will no longer be available for download on the Statement Detail page. Online statements on the Statement Detail page and transaction data will continue to be available.

Temp Card Limit Increases

When is the right time to input the temporary limit increase on an account? The traveler wants to make plans right away but travel is not scheduled for 4 weeks.

**Temp Limit Amount-It is recommended that you set the limit to be the amount of the orders plus a contingency amount to cover holds that are placed on the card when checking into a hotel or renting a car. As a rule of thumb, take the amount on the orders and add a 10% to 15% bump and then round to the nearest $500. Example: Orders are for $1,800 so the limit could be set at $2,000 ($1,800 + $180 = $1,980 which gets rounded to $2,000) or on the higher end $2,500 ($1,800 + $270 = $2,070 which gets rounded to $2,500).

Temp Limit Begin Date – We recommend you set the date to start between 7 and 10 days prior to the start of the orders to allow for a full 5-business days before the travel start date on the orders if air fare will be required for the travel period. Some airlines book right away, so be watchful of declines. NOTE: * The start date should always be set on a work day and not to start on a holiday or weekend….if the 7 days falls on a weekend move to the next earlier work day.***

****Temp Limit End Date – Set this date to be the day after the completion of the travel to accommodate any delays. The limit does not need to remain set beyond the date of the orders even if there is a balance due on the account. But watch for any delayed fees that might decline such as tolls.

Changes to any other field, other than the credit limit will create card use and reporting issues. Please only make changes to the credit limit field.

Suspended Accounts

Have you reviewed your cardholder profile report lately? If you haven't been, then you should. At last review, there were at least 69 accounts suspended for various reasons. Not all suspended accounts are due to delinquency. 44 of these were suspended for suspicious activity. The cardholder may not even be aware of this account status.

Review this simple report to identify these accounts and advise the cardholder to contact the bank directly. In its current status, the cardholder cannot use the card, no changes can be made on the account and it will not renew. If this suspended status is not resolved at the time the new bank takes over later this year, the member may not receive a new travel card.

**GOVERNMENT TRAVEL CARD
PROGRAM MANAGERS**

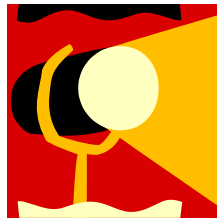Mr. Matt Ruckert
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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go

Travel Managers!

YNC Lisha Welch-inquired about the date/time stamp

YN1 Heather Dunham-inquired about routine reporting

YN1 Tammy Walch-inquired on temp limit increases

Great questions! Thanks for asking.

Keep up the great work!

How to Generate PaymentNet Reports

According to CIM4600.18, GTCC instruction, the travel manager shall use available tools provided to monitor card use. Generate and monitor routine reports from the GTCC bank and personnel (DA) systems for delinquencies, unusual card activity and excess cash advances…Creating routine reports is not as difficult as you might think. Standard reports are already created in PaymentNet.

To generate a report, take the following steps:

From the welcome screen, select Reports/Create. Here you will see a list of standard reports. As you look through this list, at a minimum you should generate the following reports.

45 Day-to help monitor delinquencies

Cardholder Profile-to review addresses; account status; credit limits; balances and more

Declines-useful to determine who is trying to use the card but can't and the reason for the decline

Unusual Activity Analysis-to help identify suspicious card or inappropriate card use

You should be able to set these reports up and schedule them to run automatically.

There are many more possible reports to help you monitor your travel card accounts. You can even customize a report. This will be very useful as we get closer to the bank transition. Let us know if you need help with any of this and we will help get you started.